



Date: March 1, 2017

To: Patrick H. West, City Manager *T.M.W.*

From: Craig A. Beck, Director of Public Works *CB*

For: Mayor and Members of the City Council

Subject: **Status of Bus Shelters throughout the City**

The City Council requested the City Manager provide a status update regarding bus shelters throughout the City. The recommendation was to have staff work with Long Beach Transit (LBT) to explore options to update and modernize ad-bearing bus shelters. This memorandum serves to present the City Council with an update.

Background

The City of Long Beach (City) has approximately 1,361 bus stops, of which, approximately 365 have shelters. LBT owns and operates 193 of the bus shelters, and the City owns and operates the remaining 172 shelters. These City-owned shelters are maintained and regularly cleaned through an Agreement to Provide Services Relating to Bus Shelters (Agreement) with Outfront Decaux, formerly known as CBS-Decaux. The term of the Agreement began on August 1, 2015, and will end on July 31, 2020, with an option to extend the agreement for two additional five-year terms, at the discretion of the City Manager. In addition to maintenance of the existing shelters, the Agreement also grants Outfront Decaux the non-exclusive right to furnish and maintain new bus shelters with advertising panels at locations approved by the City. The intent of this program is to provide a quality experience for riders, and generate revenue for the City. As part of the Agreement, the City receives approximately \$350,000 annually from ad revenue.

Staff from the Public Works Department (PW) met with Outfront Decaux in June 2016 to review and discuss the Agreement and shelter maintenance. During that meeting, concerns about the level of maintenance were expressed. It was agreed the City would receive regular reports and be given a single point of contact to address complaints. Currently, the City receives two monthly reports from Outfront Decaux that indicate all maintenance and repair operations that occurred during that month. The first report is the Cleaning Route Summary, which provides information on the regular maintenance activities at each shelter location. As a part of the Agreement, Outfront Decaux is responsible for providing maintenance services at each shelter location as often as necessary to meet the City's standards, but no less than twice weekly. This includes sweeping, cleaning, washing all parts of the shelter, and emptying the trash receptacles installed at each location. The second report is the Work Order Summary, which provides information on all repair and replacement work occurring at each shelter location outside the parameters of the regular maintenance activities, including replacement of broken or damaged glass in advertising spaces, repair of benches, and replacement of damaged light fixtures and shields. In an effort to ensure quality of work performed, random inspections are conducted by PW staff to review the cleanliness of the City's bus stops. There has been a noticeable improvement in cleanliness during recent inspections.

Also discussed with Outfront Decaux were opportunities to place shelters supporting new technology, such as digital displays with next bus arrival information. Staff has had similar discussions with LBT. Staff received ridership data from LBT and provided it to Outfront Decaux to prepare a proposal for installation of new shelter locations. Staff also inquired with LBT about the current condition of existing shelters operated by LBT, as well as future improvements to existing and new sites. LBT informed staff that all system bus stops are considered to be in good condition, and that they are on schedule for regular cleaning, graffiti removal, and general repair. With regards to future improvements to existing sites, LBT indicated they have received grants to make capital improvements to amenities and plan to make improvements to at least 14 sites citywide.

Next Steps

Outfront Decaux has reviewed ridership information provided by LBT and is ready to install three new shelters that address updated design concepts. The demonstration project is moving forward and will include the following locations:

- Southeast Corner of Artesia and Orange
- Northwest Corner of Willow and Magnolia
- Northwest Corner of Ocean and Pacific

The approved design for the demonstration project is attached. PW staff are currently working with Outfront Decaux to procure the shelters for these three locations. The City will be purchasing the shelters through the demonstration project and Outfront Decaux will provide installation and maintenance services as defined in the existing Agreement. In addition, Outfront Decaux shall be authorized to sell advertising at these shelters and provide revenue to the City as required by the Agreement.

This work should be completed in the next eight months. After the initial phase, staff will work to prioritize adding new shelters and replacing older shelters throughout the City. This new standard will also be used as a requirement for private development when bus shelters are replaced as part of a project.

If you have any questions regarding this matter, please call Deputy Director of Public Works and City Engineer, Sean Crumby, at (562) 570-6695.

ATTACHMENT: APPROVED DESIGN OF DEMONSTRATION PROJECT SHELTER

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
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REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER
AMY BODEK, DIRECTOR OF DEVELOPMENT SERVICES
CITY CLERK (REF. FILE #16-0388)

Approved Design of Demonstration Project Shelter

City of Long Beach

Transit Shelter model A

